JOB DESCRIPTION

Title: **SENIOR I.S. TECHNICIAN**
Department: Information Systems
Class Code: 3170
FLSA Status: Non-Exempt
Effective Date: July 1, 1998 (Rev 11/2008)
Grade Number: 20

GENERAL PURPOSE

Under the general supervision of the Network Systems Administrator, performs complex professional work with computer hardware, software, and network systems. Installs and supports network servers including operating systems and applications software. Installs and supports personal computers, and network operations; provides hardware and software planning and evaluation; provides problem solving and training for end users; and ensures systems efficiency and integrity.

EXAMPLE OF DUTIES

*--   Assists with Server installations and setups. This is to include Multi platforms Such as NT 2000 and 2003 Servers, Linux and Unix Servers, and VMWare ESX servers. Builds network servers. Builds and installs personal computer hardware and software packages.

*--   Responsible for the maintenance and software updates to IBM Content Manager server, Parks Class servers, HTTP Surf Control Web filter, Fires Arrakis Server, Active Directory, Linux DNS servers, Windows 2000/2003 DNS servers, Desktop Management servers.

*--   Researches, configures and installs personal computer software packages, software upgrades, PC Support, Operating System upgrades and maintenance, AS/400 & I-Series emulation, internal/external modems, etc.; upgrades hardware and software to meet user needs.

*--   Assist with the administration of the Lotus Notes Server and Client Installations

*--   Installs Complex Software for Desktop Management. This includes Asset Management, Remote Control, Software Delivery, Spam filtering software, Desktop Maintenance, and Help Desk management systems. Creates and installs packages and deploying system updates.

*--   Provides advanced complex Hardware and Software Phone Support for Nortel CS1000 PBX and IP phone system throughout the entire City as delegated by supervisor.

*--   Works with the Public Safety in the ensuring smooth Network connectivity for all Public Safety Software on Desktops and Laptops. Also assists Public Safety with the Installation and configuration of the Public Safety software on the desktop PC's.

*--   Can perform all duties of the Police Computer Systems Specialist when they are absent.

*--   Identifies and corrects operational problems on city employee computers systems. This to include all Hybrid software for each department.

*--   Provides training to customers in the use of their software, hardware, and phone systems.

*--   Maintains a comprehensive "run book" describing the LAN's layout and operational considerations.

--   Assembles and installs PC hardware, investigates and resolves routine hardware and communications problems.

*--   Understands and uses PC computers, including peripheral devices; Laptops, PDA's and phone PDA's. Understands and uses all windows operating systems; Linux and Unix

*--   Performs system administrative duties; installs new operating systems, PTF's and application system software;

*--   Performs and verifies system and data backups on servers using Veritas Backup Exec Software on NT and Netware Servers.

*--   Assists Network Management including development implementation of wiring configuration standards connectivity solutions, overall network operation systems, Network software, Server hardware configurations, Network file systems and Directory structure. LAN/WAN System integrity and security. the Network Administrator with installation and configuration of network hardware and software.

*--   Understands principles of data communications including Ethernet and modem setup and installation, and problem determination/resolution.

*--   Runs monthly internet usage reports from the web filtering software for the MIS Director. Reporting the amount of time and internet bandwidth being used in the city.

*--   Assists the Network Administrator and the MIS Director in preparing the MIS budget by recommending purchases of hardware and software needed to operate the network, servers and desktop pc's.

-- Assists in evaluating end user needs and recommends appropriate equipment and software configurations.

-- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

-- AA Degree in Computer Science or related field plus three (3) years of computer experience working with networks and computers.

Special Requirements

-- Flexible work schedules, occasional evening and weekend work.

-- A minimum of two (2) certifications from any of the following Software and Hardware vendors LANDesk, Nortel Phone Systems, IBM (Lotus Notes or Content Management preferred), Microsoft, Corel, and Access Data.

Necessary Knowledge, Skills and Abilities

-- Must have a working knowledge of LAN topologies and architectures including Novell and Microsoft. PC and Server operating systems including Windows 2000, Windows XP, Windows Server 2000, Windows Server 2003, Microsoft Active Directory and Domains, Microsoft DNS, Microsoft SQL Server.

-- Must have a fundamental knowledge of ip phone telephony to assist Network Administrator.

-- Thorough knowledge of computer fundamentals, thorough knowledge of computer and peripheral and software operations including word processing, spreadsheets, database management, system management software, and development tools.

-- Must be able to demonstrate skill in the use and repair of computer equipment and software.

-- Ability to model programs and systems to the needs of users for desired results, understand and follow oral and written instructions, explain technical material in layman terms, and develop effective working relationships with customers, co-workers, and Administration.

-- Ability to make contacts with other departments, requiring tact and judgement to avoid friction, frequent contacts with others on matters requiring explanations and discussions, frequent contacts involving the carrying out of programs and schedules, regular outside contact with people requiring tact and judgement.

TOOLS & EQUIPMENT USED

--   Personal computer, including word processing and spreadsheet software; network equipment and software; fax and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

--   While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.

--   The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

--   Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE:_____

EMPLOYEE'S SIGNATURE: _____ DATE:_____

H. R. DEPT. APPROVED BY: _____ DATE:_____

*Essential functions of the job.